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To: All Medicare IPAs
From: IEHP – Delegation Oversight
Date: February 1, 2024
Subject: **Revised Pre-Service Denial Reason Matrix (D-SNP) Form**

Inland Empire Health Plan (IEHP) posted the revised Pre-Service Denial Reason Matrix (D-SNP) form to be used as guidance for Medicare IPAs.

The following update was made to the Pre-Service Denial Reason Matrix (D-SNP) form:

- **Updated criteria citation for Non-Contracted Provider (COC Related):** This coverage decision was based on the CY2024 D-SNP Policy Guide, section 4 - Medicare Continuity of Care Guidance for all D-SNPs, and the IEHP DualChoice (HMO D-SNP) Plan Member Handbook - Chapter 1: Section F - What to expect when you first join our health plan.

The updated Pre-Service Denial Reason Matrix form can be found at: www.providerservices.iehp.org > Resources > Provider Resources > Forms > Medicare or [click here](#).

If you have any questions, please feel free to contact Juan Ortega, IEHP Delegation Oversight Director at Ortega-J2@iehp.org

As a reminder, all communications sent by IEHP can also be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices